

Figure 1

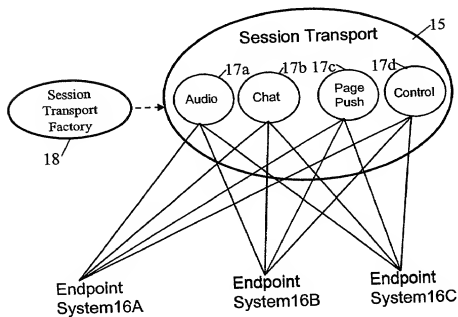
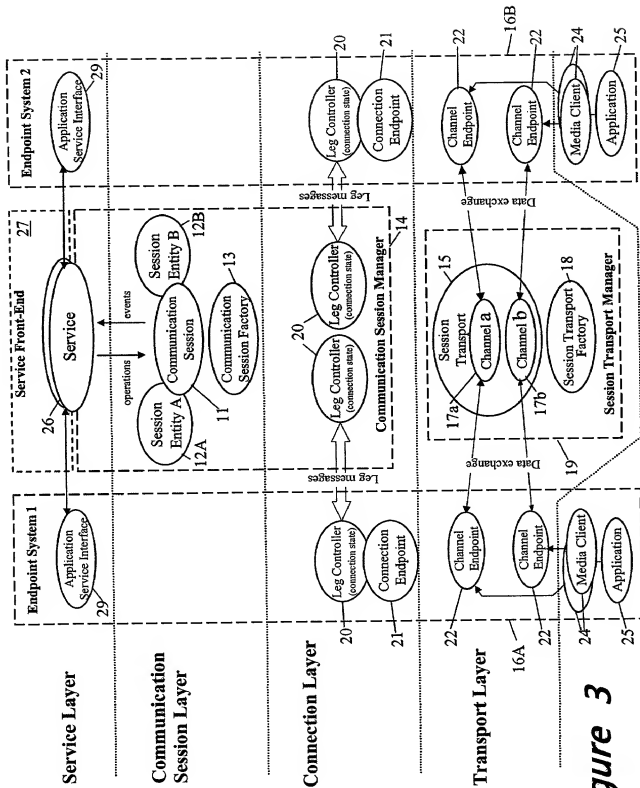


Figure 2



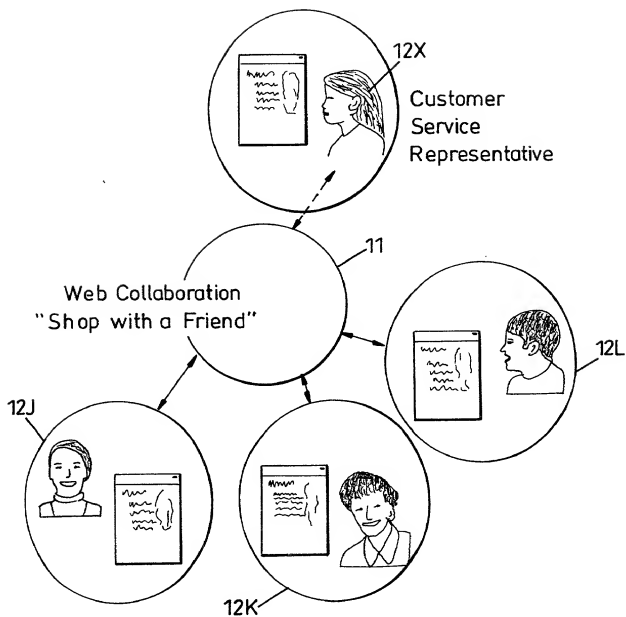


Fig. 4

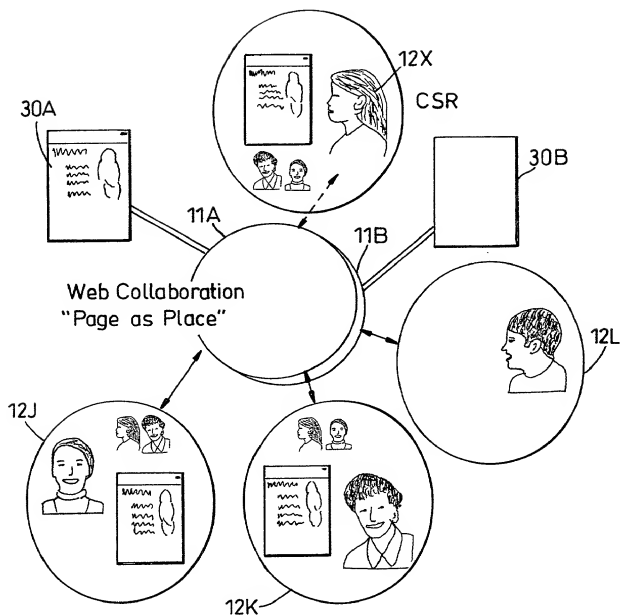


Fig. 5

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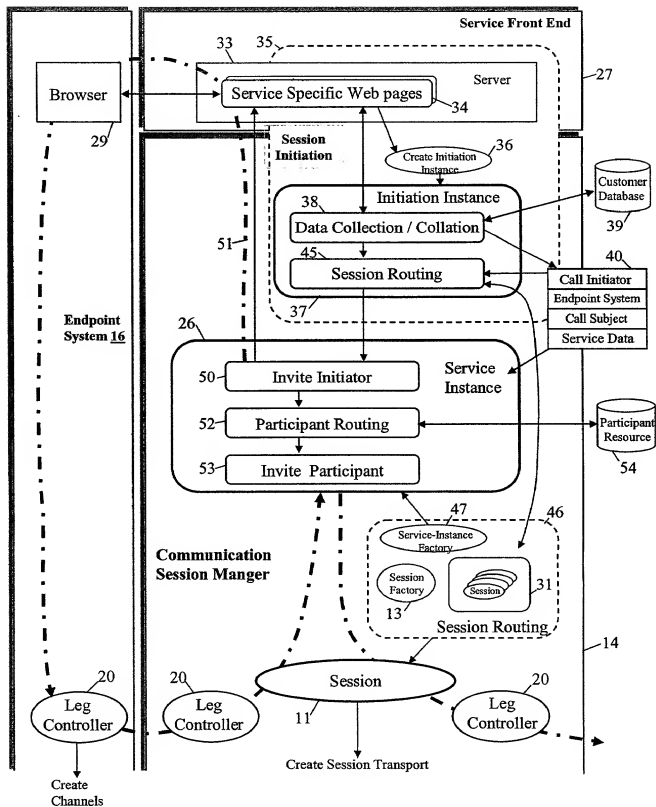


Figure 6

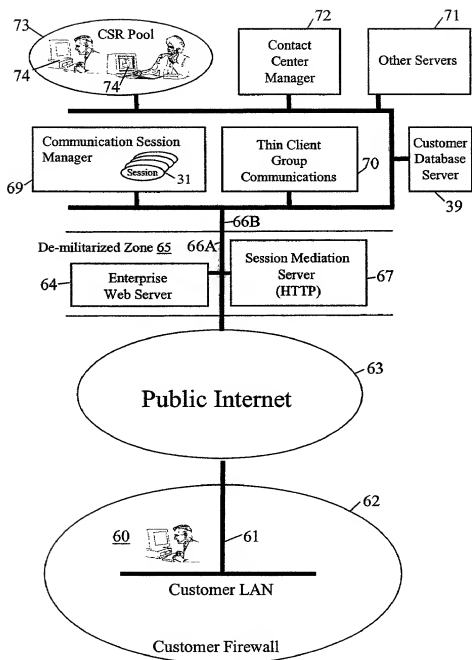


Figure 7

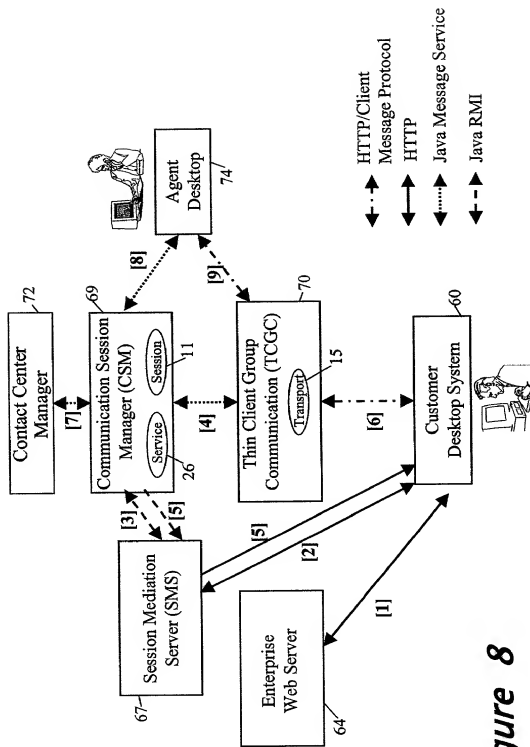


Figure 8

80

ICC Call Control				<input type="button" value="i"/> <input type="button" value="→"/> <input type="button" value="↶"/> <input type="button" value="↷"/> <input type="button" value="↸"/> <input type="button" value="↹"/> <input type="button" value="↺"/> <input type="button" value="↻"/>				← 81			
Call ID	Priority	Capaign	Customer ID	Customer Name	Media	Answered		Status			
45	-1	Hoovers	cust #9556611	Fred Bloggs				92			

General Phnoss - Hoovers		Agent Page Push - Microsoft Internet Explorer	
Welcome Agent Joe You are now on-line **Fred is here** Agent Joe says: Hi, how can I help you? Fred says: Tell me about HP		File Edit View Go Favorites Help Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Address	

SEARCH ASSISTANCE Company Information Year 2000 Program		Drivers OnlineStores		Select Another Country United States <input type="button" value="Go"/>		Solutions for: <input type="radio"/> E-services <input type="radio"/> Small Business <input type="radio"/> Home & Home Office <input type="radio"/> Developers	
Input text below and press RETURN		United States ▼ Highlights		Privacy Statement Use of this site indicates you accept the terms of use		87	

ICC Page Push - English Common Bookmarks Hoovers Type URL below and press PUSH 86		Push Restart browser	
http://www.hp.com/		83	

Fig. 9

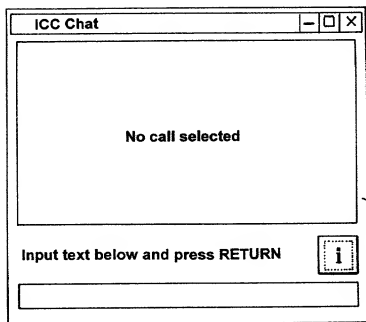


Fig. 10

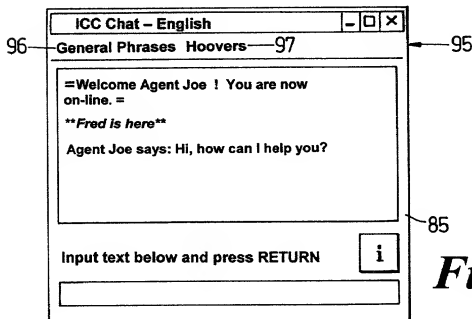


Fig. 11

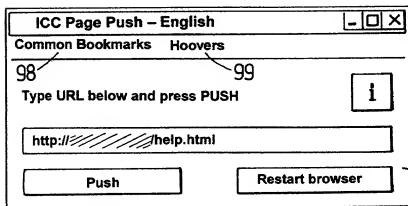


Fig. 12

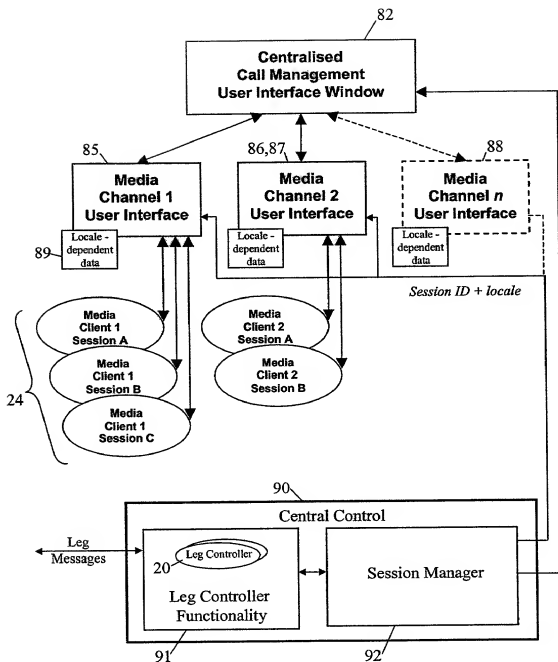


Figure 13

ICC Call Control				
Call ID	Priority	Campaign	Customer ID	Customer Name
39	-1	Hoovers	cust-479550911	Fred Elloggs
			Media	Status
				Normal call
82				

Fig. 14

ICC Call Control

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
41	-1	Hoovers	Cust-479550911	Fred Blogs	Cust-479550911	Answered

82

Fig. 15

ICC Chat - English

No session for selected call.

Input text below and press RETURN

85

Fig. 16

81A 81B 81C 81D 81E

ICC Call Control

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
43	-1	Hoovers	cust-1168498310	Cameron Diaz		Answered
41	-1	Hoovers	cust-479550911	Fred Blogs		Disconnected

81

82

Fig. 17

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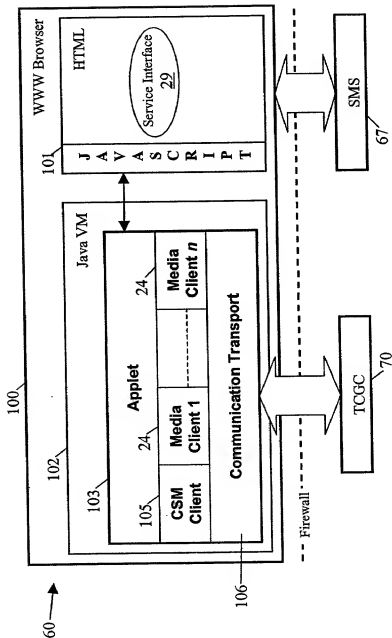
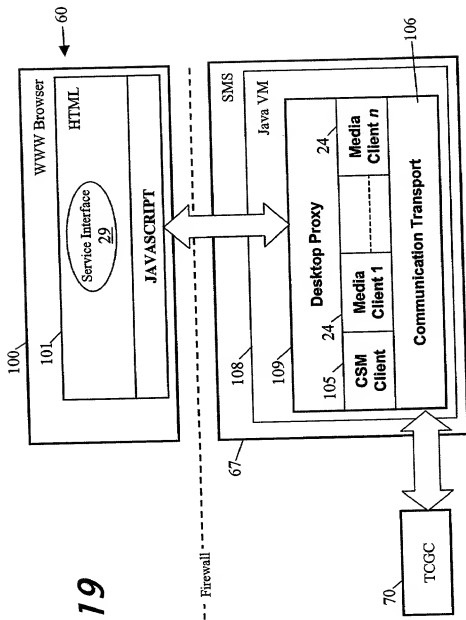


Figure 18

Figure 19



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sequenceDiagram
    participant C as Customer 60
    participant S as SMS 67 (service-specific pages)
    participant M as CMS 69 (Service & Session)
    participant R as CSR 74

    Note over C: [1]
    C->>S: Deferred-rendezvous request
    S->>C: Details form
    S->>C: Details
    S->>M: Context
    Note over M: [2] Create Service + Session
    Note over M: [5] Call-Back List (110, 112) Monitor
    M->>S: Session Identifier [3]
    Note over S: Go to rendezvous page
    Note over C: [4]
    C->>S: Request rendezvous page
    S->>C: Rendezvous page + cookie
    Note over C: 111 Bookmark

    ---

    Note over M: 26 Service
    Note over M: 11 Session
    M->>R: [7]
    R->>M: Add CSR [8]
    R->>M: Invite
    M->>R: Connected
    Note over M: [9] Callback call
    Note over C: [10]
    C->>S: Request rendezvous Page; send cookie
    S->>C: Rendezvous page
    C->>S: Connect
    S->>M: Session Identifier [11]
    Note over M: 26 Service
    Note over M: 11 Session
    M->>S: Add Customer [12]
    M->>S: Connection details
    S->>C: Details + functionality
    Note over C: Connected
  
```

Figure 20

Figure 20

00977497 101601

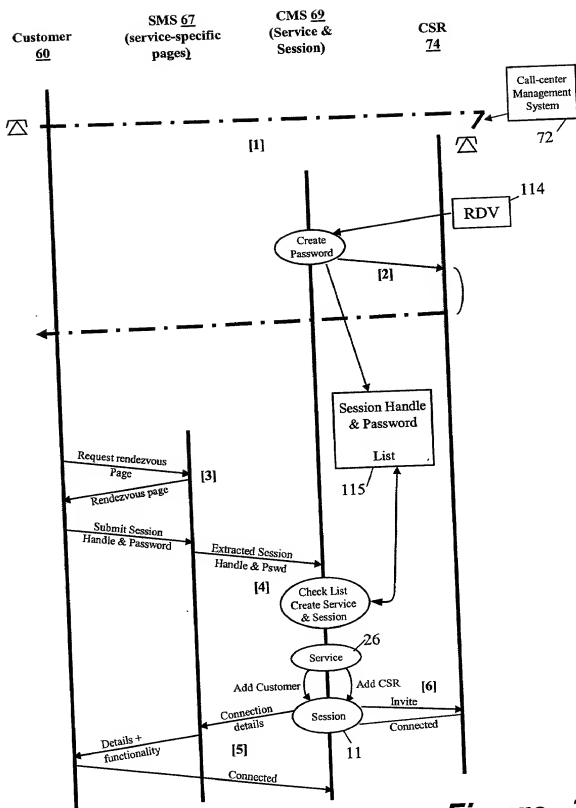
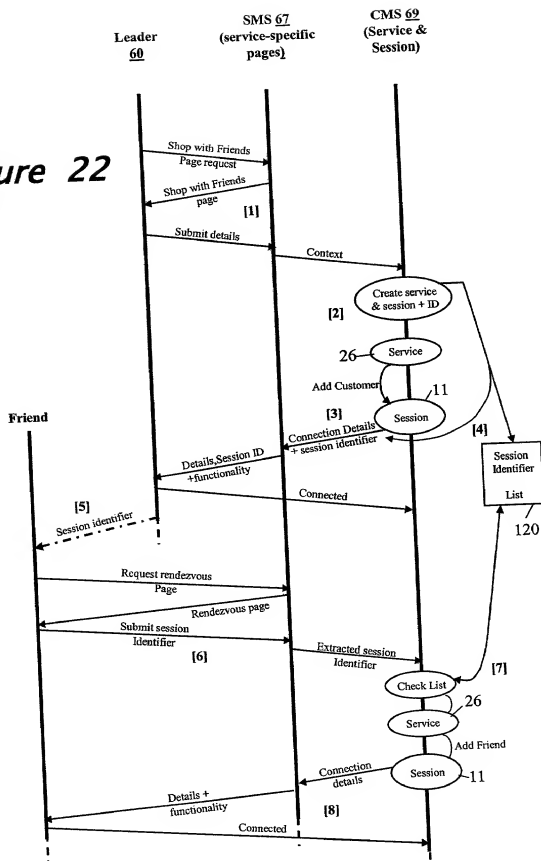
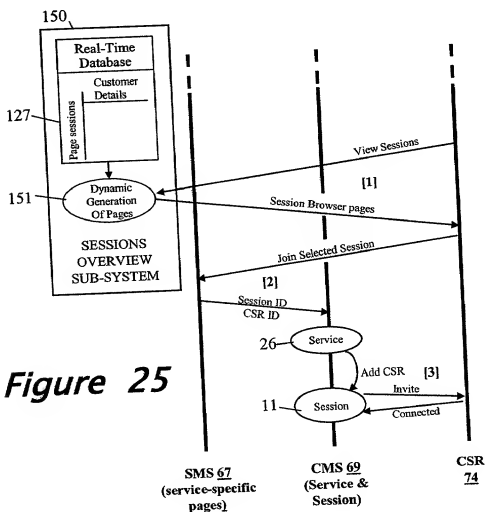
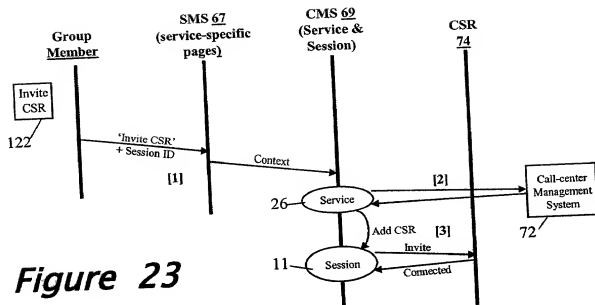


Figure 21

Figure 22





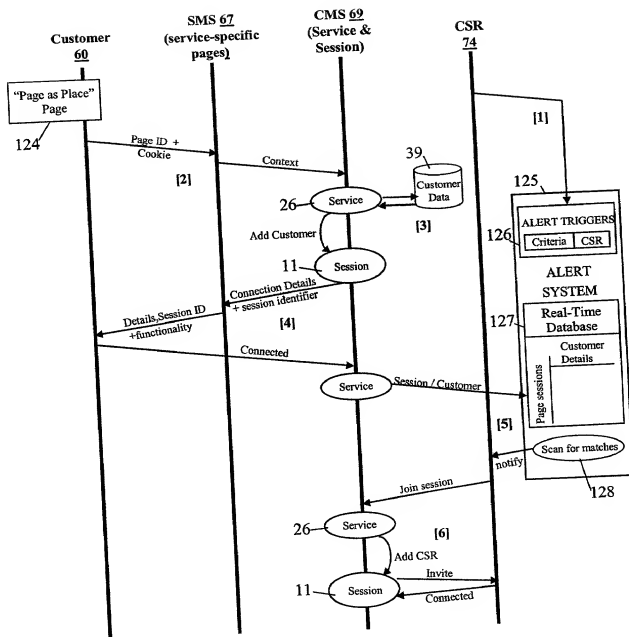


Figure 24

109101-2642660

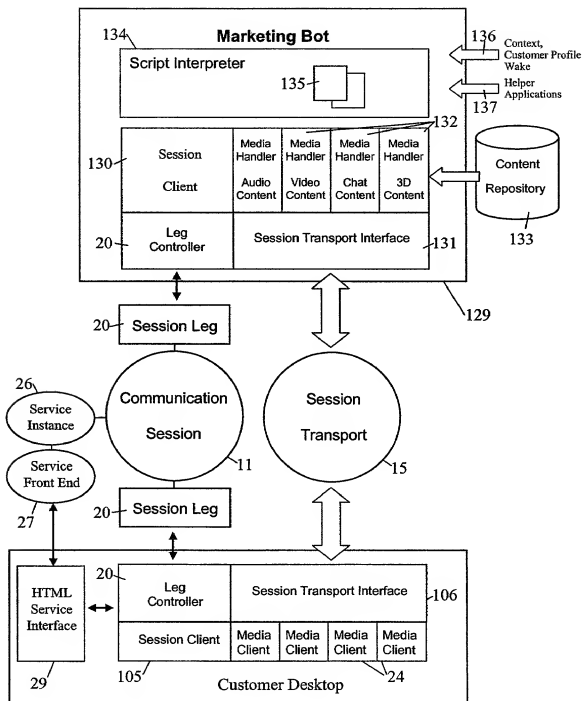


Figure 26

09077497-101001

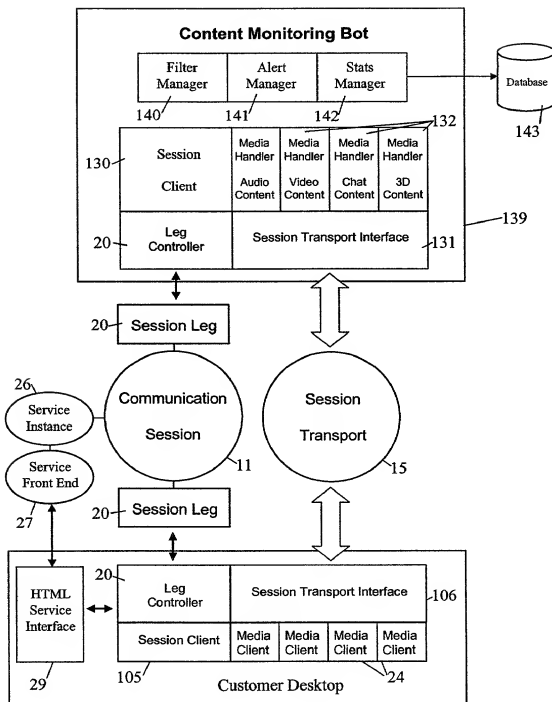


Figure 27